

JOB DESCRIPTION

Position Title:	Family Advisor
Position Type:	Part time (0.8FTE – 4 days a week), on going
Location:	Wagga
Reporting Relationship:	The position reports directly to the Practice Manager, Post Separation Services
Position Classification:	The position is classified at Band C (C1-C4) in accordance with the RACR Enterprise Agreement.
Remuneration :	\$72,361.12- \$77,854.40 plus superannuation for fulltime position
Reviewed on:	15 June 2021

Roles and Responsibilities:

The Family Advisor assists practitioners in delivering quality services to clients by providing information, intake, screening, referrals and case coordination. They will also need to liaise with a wide range of external stakeholders.

Duties

In consultation with the Practice Manager and Senior Clinician, the Family Advisor is to:

- provide initial screening, intake and referral for individuals and families to identify their support needs and refer appropriately to internal (RACR services) and external organisations;
- organise client appointment times and follow up clients where necessary;
- be sensitive and responsive to the needs and issues faced by disadvantaged and vulnerable client groups, including those from Aboriginal and Torres Strait Islander people and Culturally and Linguistically Diverse (CALD) families and communities;
- provide case coordination services in liaison with the practitioner
- collect and maintain client data in line with RA policies and procedures and any government statistical database system;
- maintain intake notes to satisfy both agency and funding body statistical data collection
- adhere to the confidentiality of all information pertaining to clients and their families as required by the Children and Young Persons Act, Family Law Act, Privacy Act and the organisational Code of Conduct;
- actively participate in regular program and managerial supervision as specified by Program Manager;
- Participate in the development, implementation and maintenance of a safe and healthy workplace and take reasonable care to ensure health and safety of themselves and others; and
- perform other duties as directed by the Program Manager (e.g. participating in program reviews).

Selection Criteria:

Essential

1. Qualification in social welfare, community services or a related discipline and/or relevant experience.
2. Excellent observational, telephonic communication and interpersonal skills with an ability to engage and interact sensitively with a diverse range of people
3. Demonstrated negotiation and advocacy skills to act on behalf of vulnerable clients and demonstrated ability to rapidly identify client needs assess risk and prioritise accordingly.
4. Demonstrated knowledge of services available to children and their families as well as demonstrated networking and relationship building skills.
5. Knowledge of legislative requirements of mandatory reporting, and issues relating to vulnerable and disadvantaged individuals.
6. Able to work well in a team environment and independently.
7. Computer literate and demonstrated ability in data entry.
8. Sound organisational skills.

Desirable

1. Demonstrated experience in case coordination.
2. Understanding of the nature of the work conducted by RACR.

Special Requirements

- Current drivers license.
- Must provide current proof of registration for the NSW Working With Children Check.
- Commitment to mission and values of RACR.
- Relationships Australia Canberra and Region honours Australia's First Peoples. We have an expectation that every member of staff agrees to work toward their own cultural awareness and fitness and will participate in cultural training and discussions during the course of their working life with our organisation.
- Understand and embed restorative principles in their work and interaction with others.

Contact Person:

For further information about the position or application process, please contact Practice Manager, Post Separation Services in Wagga Wagga on 6923 9107 or email careers@racr.org.au